

Concord

NORTH CAROLINA

CITY CIRCULAR

Happy New Year!

- News & Updates ■ Pipe & Drum Band
- Customer Assistance Program
- Green Challenge Municipality Recognition
- Neighborhood Network Technology Center
- District 7 Seat Filled





David W. Phillips
District 1
Mayor Pro-Tem



James E. Ramseur
District 2



Ella Mae Small
District 3



Alfred M. Brown, Jr.
District 4



W. Lamar Barrier
District 5



Hector H. Henry II
District 6



John Sweat Jr.
District 7

The Concord City Circular is produced quarterly by the City Public Information Office to provide Concord citizens with information about current activities of the City of Concord. It contains items that will help make it easier for you to do business with the City. Your comments and questions are welcomed. Please send them to Concord City Circular, P.O. Box 308, Concord, NC 28026 or call 704-920-5204 or e-mail clarkd@ci.concord.nc.us.

Designed and published by
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Young Hero Calls 9-1-116

Front Page Photo by Paul Purser, of the
Concord Tree Lighting Ceremony
Fireworks Sponsored by CMC-NorthEast,
to be Featured in the Upcoming Book,
Destination: Charlotte



Author Greg Greenawalt and photographer Paul Purser explore Charlotte and the surrounding Piedmont region, capturing the true spirit and feeling of what it means to live, work, and play here. Their book will encompass more than 100 pages of beautiful four-color photography celebrating cultural heritage and diversity, neighborhoods and communities, cityscapes,

landscapes, and the seasonal beauty of the region. *Destination: Charlotte* features relevant, new, original images that highlight the region's vibrant energy, cosmopolitan look and feel, as well as the area's distinct Southern charm. For more information, visit www.destinationcharlottethebook.com.



J. Scott Padgett
Mayor

During the holidays, we gave thanks for our family, friends, and many good fortunes. For a lot of families, 2009 was challenging and uncertain, but I think most can find something to be thankful for. The same goes for the City. The City Council and staff have worked to find ways to do more with less, and better serve citizens and customers every day. Amid all of this there are several upcoming transportation projects that will dramatically improve quality of life, economic opportunity, and environmental impacts in our city. In the near future, more than \$389 million in road improvements will happen in Concord. An additional \$340 million will complete I-485 in Mecklenburg County and connect it to I-85, which will greatly benefit Concord. The majority of the improvements will receive state and federal funding. This certainly is good news, but even more than that, it is essential to the economic recovery of our community. I have waited a long time to share this, so I would like to give you some more details about some of them.

MacCachern Boulevard Pedestrian Improvements and Streetscape

State Congestion Mitigation and Air Quality (CMAQ) improvement funding will provide \$313,000, or 80 percent, of the \$391,000 total project cost to complete the Downtown Connector with improvements to McCachern Boulevard between Cabarrus and Corban avenues. City Council approved a plan to improve the streetscape along McCachern Boulevard in conjunction with the grant. The plan includes features designed to: 1) make the street safer for pedestrians and bicyclists; 2) slow vehicle speeds; 3) reduce impervious surface by removing some paving; and 4) install landscaping. It maintains the current number of on-street parking spaces. The McCachern improvements are listed as a strategy in the Downtown Master Plan and could serve as a catalyst for private investment.

I-85 Widening and I-485 Completion

One of the most important projects in North Carolina is to widen the remaining four-lane sections of I-85, largely through Cabarrus County, to match the rest of the highway from Durham through Charlotte. Governor Perdue recently announced that construction on I-85 in Cabarrus County will begin 18 months ahead of schedule, in mid-2010. Along with the completion of I-485, the State will use the design-build-

finance model for the first time in North Carolina to widen I-85 to eight lanes from exits 49 to 55.

The completion of I-485 will redistribute traffic at Exit 49 and around Concord Mills. This area has approximately 1,700 hotel rooms and hundreds of other shopping, dining, and entertainment-related businesses – it is vital to the local economy. Both projects will greatly benefit Concord residents as well as visitors to our area.

Poplar Tent Road and Highway 73 Interchanges

Improvements at exits 52 and 55 are just as important as widening I-85. The traffic volume at these interchanges has greatly outgrown the design. Both will be re-worked to include traffic signals, sidewalks, bicycle lanes and other changes to improve traffic flow and safety. City Council supported the concerns of local residents with regards to the Pitts School Road realignment on the Barbee Farm and communicated with the NCDOT to find an acceptable alignment adjustment. This realignment was announced on November 19, 2009.

CMAQ Project at Poplar Tent Road and US 29/601

The City is exploring a new superstreet design for improvements at this intersection instead of typical intersection and signal modifications. Such a design will reduce congestion and, in turn, improve air quality benefits as well as reduce fuel consumption for motorists. To date, NCDOT has approved the conceptual design for this intersection improvement project and a design consultant has been identified. The City is providing the local match for this project of almost \$400,000.

George Liles Parkway Extension

With the closing of Philip Morris, it is imperative to North Carolina, Cabarrus County, and Concord to replace those jobs and tax base. The extension of the George W. Liles Parkway will connect US Highway 29 and the Philip Morris property (and others along the alignment) directly to I-85. With the promise of donation of land from the major property owners, Concord and NCDOT have worked out an arrangement where Concord will up-front the money (in excess of \$10 million), which will be reimbursed by the State once those funds are available as programmed in the Transportation Improvement Plan (TIP). This project has been accelerated due to the City's involvement and is currently scheduled to have a project Construction Let Date of April 2012.

Morehead Road Realignment

NCDOT is providing \$3.5 million to relocate and improve Morehead Road as it runs parallel to the Lowe's Motor Speedway property. This will enhance pedestrian safety and

Financial Accountability

by Brian Hiatt



Brian Hiatt
Concord City Manager

At its December meeting, the Concord City Council heard a very positive report on the adequacy of the City’s financial records by an independent auditor. The auditor issued an unqualified audit opinion, meaning that the financial statements were prepared in conformity with generally-accepted accounting principles (GAAP).

This required independent analysis, which is a part of the City’s Comprehensive Annual Financial Report, demonstrated that the City has been accountable in the way it has handled the revenues received to support the City’s many services.

Fiscal Control Act (LGBFCA). The LGBFCA governs all agencies of local government in the state of North Carolina. The LGBFCA dictates how all monies received or expended by local governments must be budgeted, disbursed, and accounted for. It requires that certain types of funds be maintained, depending on the functions and activities performed by local governments and how those functions and activities are financed. The City budgets and accounts for its revenues and expenditures in accordance with the LGBFCA and maintains its various funds in compliance with this law. It also complies with all the independent audit provisions mandated by the act.

A second major achievement in financial oversight was the creation of the North Carolina Local Government Commission (LGC) during the Great Depression. The General Assembly at that time became alarmed at the state of local government



These results reflect the City Council’s commitment to making sure funds are handled in appropriate ways and expenditures are made in accordance with both North Carolina laws and the annual budget. It is important to note that North Carolina has a very strong local government finance and oversight system, dating back to the 1920s and 1930s, that has limited the number of fiscal crises among local governments, while delivering municipal bond issues respected by credit rating agencies, investors, and constituents.

The first oversight legislation adopted just before the start of the Great Depression was the Local Government Budget and

finances during this period of financial crisis, and created a body to monitor the fiscal and accounting standards prescribed for units of local government by the LGBFCA. The LGC was also given the responsibility for the approval, sale and delivery of substantially all North Carolina local government bonds and notes. As the LGC evolved through the years, it also began to provide assistance to local governments, and developed educational programs and materials concerning finance and cash management.

These oversight efforts have helped North Carolina local governments gain nationwide recognition for strong and

accountable financial practices. No doubt these regulations helped give rapid rise to the use of the Council/Manager form of government in North Carolina as governing bodies sought management support to comply with requirements. It has also enabled the LGC to target local governments not following such practices to avoid some of the disasters we have seen just recently in other states. While no North Carolina local government has been immune to the recent economic downturn, most are in better shape because they are required to adhere to the LGBFCA and follow the practices dictated by the LGC, particularly on borrowing money. North Carolina municipalities must also adopt balanced budgets on an annual basis.

Many local governments, like Concord, choose to go even further. The Government Finance Officers Association (GFOA) developed two awards to recognize local governments that go beyond minimum requirements and develop comprehensive annual financial reports and budget documents that provide additional information to the public they serve.

The Certificate of Achievement for Excellence in Financial Reporting is awarded to local governments that prepare and issue a comprehensive annual financial report of the “highest quality.” The local government “must publish an easily readable and efficiently organized comprehensive annual financial report, whose contents conform to program standards.” These reports are reviewed by members of the GFOA staff and individual reviewers. We are proud to report that the City of Concord Finance Department has received this award for 20 consecutive years.

The Distinguished Budget Presentation Awards Program was created later to similarly recognize annual “budget documents of the very highest quality that reflect both the guidelines established by the National Advisory Council on State and Local Budgeting and the GFOA’s recommended practices on budgeting...” Again, the emphasis is on providing comprehensive information in a readable form with an emphasis on transparency. Concord has received this award for eight consecutive years.

One great benefit of technology is it makes these comprehensive documents more accessible to the public. For example, before the widespread availability of the Internet, a citizen wishing to look at these extensive documents had to go to City Hall or visit the public library. Today, these are readily available, along with other financial information, on the City’s Web site at www.ci.concord.nc.us on the Finance Department page.

CONTINUED FROM PAGE 3
vehicular movements for both speedway events and everyday local traffic. The City of Concord has agreed to pay for additional engineering and to contribute \$1.5 million to the construction project. Substantial completion is scheduled for October 2010.

Derita Road Improvements

Derita Road is a main entryway to the Concord Mills area from northern Mecklenburg, southern Iredell, and western Cabarrus counties, and provides the only access to Concord Regional Airport. The area has experienced rapid industrial growth with many NASCAR-related businesses, including Sprint Cup teams and the NASCAR Research and Development Center. It is a State-maintained road, but traffic congestion is choking the corridor and the City has secured Federal monies, to which the City will provide a smaller match, to assist NCDOT in solving the problem. As with the area at I-85 and Concord Mills/Bruton Smith Boulevard, this corridor is very important to Concord residents and visitors who travel through on a regular basis. The improvements will be yet another relief on the overloaded roads around the speedway, Concord Convention Center, Concord Mills, Concord Regional Airport and everything in between.

All of these projects provide a true benefit to those living, working, visiting, and passing through our city. Many years of work have gone into the planning, but when they are all complete, we will have a transformed road infrastructure in Concord that will be a great community asset. They will help our economy by better attracting companies looking to locate facilities and create jobs in our city. It will be more pleasurable for visitors to come to our shopping, dining, lodging, and entertainment venues. Those going to work and school will have an easier time on the daily commute. Simply put, we will be safer and less stressed.

Finally, I would like to recognize long-time council member, Hector Henry. In addition to many years of service on City Council, Dr. Henry is a respected physician (currently serving at the Salisbury VA Medical Center) and a colonel in the United States Army Reserves Medical Corps. We are glad to welcome Dr. Henry back to Concord after his third tour of duty in the Middle East. Although he has a long list of professional, military, and civic accomplishments, we are quite proud of his latest: serving as Grand Marshal in the Concord Christmas Parade on November 21. Congratulations, Hector, and thank you for your continued service!

I’m thankful for the fine citizens of Concord, your resilient spirit and your kindness in reaching out to others. I wish you the best for 2010.

City of Concord Stimulus Grants

by Dana Hood, Grants Administrator

The American Recovery Reinvestment Act (ARRA) represents the Federal effort with a stated goal to jumpstart the American economy, save and create millions of jobs, and address long-neglected challenges so our country can thrive in the 21st century. Stimulus funding awarded to the City of Concord under ARRA, to date, totals \$2,795,241. This funding has been received from five different federal funding agencies, which include the Federal Transit Authority, HUD, the U.S. Department of Justice, the U.S. Environmental Protection Agency, and the Department of Energy.

The Federal Transit Administration has awarded \$1,265,000 to the Concord/Kannapolis Rider Transit System. These federal funds are being used to purchase an AVL/GPS system for complete tracking of buses, automated electronic fare boxes, and furnishings and equipment for the new transit center. Two LTV service vans will also be purchased to augment late buses and missed stops as well as serving as driver relief vehicles.

HUD has awarded an additional \$103,998 to the Community Development Block Grant (CDBG) Program funds. These funds are used for the development of viable urban communities – principally for persons of low and moderate income – through providing decent housing, a suitable living environment and expanding economic opportunities. The City plans to use funds for the Booker Street realignment project in the Logan community. The Logan community is the oldest and largest low to moderate income, minority neighborhood in the city, with a population of more than 4,000 people. This project

will significantly improve connectivity to neighborhood facilities and adjacent businesses in the neighborhood. HUD has also awarded an additional \$331,941 to the Capital Fund Formula Grant. These funds are issued to public housing agencies and are used for rehabilitation, modernization and management of public housing units. The City plans to specifically use these funds to upgrade the plumbing system and waterlines in Wilkinson Homes, a 46-unit public housing site in the Logan community.

The U.S. Department of Justice has awarded \$255,502 under the Justice Assistance Grant (JAG) to the City’s Police Department. These funds are used to improve the effectiveness and efficiency of the criminal justice systems, processes and procedures. This grant will be shared with Cabarrus County and Kannapolis, with the City of Concord as the lead agency, to improve communications systems and purchase necessary equipment, such as in-car cameras and digital radios.

The U.S. Environmental Protection Agency has awarded its third Brownfield Assessment Grant in the amount of \$200,000. A Brownfield site is real property, the expansion, redevelopment, or reuse of which may be complicated by the presence or potential presence of hazardous substances, pollutants or contaminants. This grant will be used by the City to continue efforts to identify, assess, remediate and sustainably reuse Brownfield properties.

For more information on the ARRA program, go online to www.recovery.gov.

Concord Awarded an Energy Efficiency and Conservation Block Grant

by Peter Franzese, Management Analyst

The City of Concord has been awarded an Energy Efficiency and Conservation Block Grant (EECBG) from the U.S. Department of Energy in the amount of \$638,800. The City was awarded the formula allocation after submitting a proposal and sustainability plan. The City of Concord will use the funding to complete retrofits on several community facilities, and install energy-efficient street lights, traffic signals, and school zone flashers.

Facility Retrofits

The City has identified several areas where energy consumption can be reduced and money saved. These include exterior public lighting and renovations to public buildings. The goal is to retrofit equipment and facilities to reduce the cost of operating them, and to reduce their carbon footprint. The improvements will reduce energy consumption by 10,374,275 KWH, decrease gasoline consumption by 8,225 gallons and eliminate 7,523 metric tons of carbon dioxide greenhouse gas (GHG) emissions. The following facilities will be improved:

- Logan Recreation Center (151 Rone Ave, SW): the gym from the former Logan High School, added in 1958;
- Logan Daycare (204 Booker Dr, SW): added to Logan High School in 1959 as the cafeteria;
- Municipal Building (26 Union St, S.): three buildings that have been united into its current form over time; the center part was built for use as a bank in 1924 and sold to another bank in 1950; in 1969, the left side was incorporated into the bank; in 1972, the right section was added to the bank. The City of Concord renovated and occupied the property in 1986;
- City Hall Annex (66 Union St, S.): built in 1957 and served as City Hall until 1986;
- The Kerr St. Artists’ Building/old pump house (152 Kerr St. NW): originally part of the municipal waterworks from 1938 until 1949;
- Cabarrus Avenue Parking Deck (28-32 Cabarrus Ave. W.) is a 10-year-old, four-story parking structure with 24-hour lighting. The parking deck was completed in late 2002. Offices were completed in 2003.

In addition, interior and exterior Parks and Recreation



Peter Franzese

facility lighting throughout the city will be replaced with LED lighting.

Work will include replacement of HVAC equipment with more efficient equipment, improvements in air sealing and insulation, installation of insulated energy-efficient glass and more energy-efficient doors, and an extensive replacement of lighting with LED lighting. In conjunction with this effort, the City will undertake general improvements, including painting, re-surfacing parking lots, and landscaping with drought-resistant low-maintenance plants.

This activity includes the leveraging of \$125,000 of City funds with \$517,300 of grant funding. These projects are essential to improving the city of Concord’s status as part of the Charlotte-Gastonia-Rock Hill EPA non-attainment area. A total of 26 jobs will be created or retained because of EECBG funding in this activity.

Traffic Signals and Street Lighting

EECBG funding will also provide new energy-efficient lighting technology in street light, traffic signal, and school zone flasher applications. The improvements will reduce energy consumption by 1,205,896 KWH, decrease gasoline consumption by 4,875 gallons and eliminate 909 metric tons of carbon dioxide GHG emissions.

The street light LED project will be a conversion on one prominent central business district street from high-pressure sodium street lighting to LED lighting. This demonstration project will result in significant savings in power consumption (70 percent reduction) as well as the cost, fuel, and labor of replacing and disposing burned out lamps. A total of 75 LED street lights are projected to be put in service with this funding.

Additionally, funding will provide for the replacement and maintenance of traditional school zone flashers to solar-powered, remote-access-controlled school zone flashers. The use of solar energy will eliminate the energy consumption of the devices. The remote access feature of the flashers allows timing to be changed/checked from a remote location without

CONTINUED ON NEXT PAGE

Get Involved...VOLUNTEER!



Concord Parks and Recreation Department is looking for a few good volunteers. Have you always wanted to share your expertise in a special area or do you have a love for the outdoors? We invite you to become a part of our Volunteer Program and make a difference in your community. Coaches are a very valuable part of our athletic programs but are not the only areas where volunteers are needed.

We have volunteer opportunities available for families and individuals in our parks, greenways and recreation facilities. Just ask and we will find an opportunity for you.

For more information about volunteer opportunities, please contact Debbie Littlefield at 704-920-5615 or littlefd@ci.concord.nc.us.

traveling to the device, further reducing emissions produced and gasoline consumed by vehicles, and man-hours used traveling.

Finally, the City will continue the replacement and maintenance of LEDs in traffic signals within the city of Concord. This funding will expand the current program to include another 150 signals. It will also reduce the number of emergency and preventative maintenance calls per year, which, in turn, reduces emissions produced and gasoline consumed by travel. Finally, reducing disruptions to the typical daily flow of travel will improve air quality by not causing congestion due to maintenance over the intersection.

EECBG funding of \$121,500 will support this activity, which will help to mitigate Concord’s status as part of the Charlotte-Gastonia-Rock Hill EPA non-attainment area. A total of 10 jobs will be created or retained because of EECBG funding in this activity.

About the EECBG

The Energy Efficiency and Conservation Block Grants (EECBG) Program, funded for the first time by the American Recovery and Reinvestment Act (Recovery Act) of 2009, represents a Presidential priority to deploy the cheapest, cleanest, and most reliable energy technologies we have – energy efficiency and conservation – across the country. The program, authorized in Title V, Subtitle E of the Energy Independence and Security Act (EISA) and signed into law on December 19, 2007, is modeled after the Community Development Block Grant program administered by the Department of Housing and Urban Development (HUD). It is intended to assist U.S. cities, counties, states, territories, and Indian tribes to develop, promote, implement and manage energy efficiency and conservation projects and

programs designed to:

- Reduce fossil fuel emissions
- Reduce the total energy use of the eligible entities
- Improve energy efficiency in the transportation, building and other appropriate sectors
- Create and retain jobs.

Through formula and competitive grants, the program empowers local communities to make strategic investments to meet the nation’s long-term goals for energy independence and leadership on climate change.

Program Funding

Funding for the EECBG Program under the Recovery Act totals \$3.2 billion. Of this amount, approximately \$2.7 billion will be awarded through formula grants. In addition, approximately \$454 million will be allocated through competitive grants, which will be awarded through a separate Funding Opportunity Announcement (FOA). The remaining funds will be used to provide a suite of technical assistance tools to state, local and tribal grantees. For more information, visit www.eecbg.energy.gov/.

This material is based upon work supported by the Department of Energy under Award Number DE-SC0002340.

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Council Fills Vacant District 7 Seat

The Concord City Council has filled the District 7 Council seat vacated when Council Member Randy Grimes resigned. The City Council appointed Mr. John Sweat Jr. to fill the vacant seat until the next municipal election occurs in November 2011, in accordance with the N.C. General Statutes.

Mr. Sweat is currently employed with S&D Coffee and spent 23 years in the United States Air Force and the North Carolina Air National Guard. He has served on both the Historic Preservation Commission and the Planning and Zoning Commission for the City of Concord. He is also the president of



John Sweat Jr.

the Autumn Ridge Homeowners Association. Mr. Sweat has a master of business administration from the University of Phoenix and a bachelor of science degree in business management from Park University. Sweat and his wife, Dana, have four children.

“It is an honor to serve my neighbors as their District 7 councilman. I look forward to working with the mayor and Council members on issues to better the city of Concord,” remarked Mr. Sweat.

Mr. Sweat took the oath of office and was sworn in as a council member at the December 10, 2009 City Council meeting.

City of Concord Recognized As NCLM Green Challenge Municipality

The City of Concord has been honored as an NCLM Green Challenge municipality by the N.C. League of Municipalities. Concord achieved Intermediate status by completing specific activities and projects to save energy, natural resources, and money. The City was previously recognized for Level One recognition in October 2008.

Cities and towns that achieved NCLM Green Challenge status were honored at the NCLM Annual Conference, October 25-27, 2009, at the Greenville Convention Center, Greenville, NC.

“Municipalities continue to lead the way in implementing sustainable operations and innovations that save energy, natural resources, and money,” said Morehead City Mayor Jerry Jones, 2008-2009 NCLM president. “The League is proud to honor these cities and towns that have made tough decisions that will have a positive impact on their communities, citizens, region and state for years to come.”

The NCLM Green Challenge was the brainchild two years ago of then-NCLM President Susan Burgess, Charlotte council member, as a way to honor those municipalities that have taken the initiative to conserve energy and natural resources at the local government level.

“It is so exciting to see so many municipalities across the state continue to work hard on sustainability issues,” said Burgess. “We will no doubt see municipal officials from these cities and towns share their good ideas with others over the next months and years so that more communities can

save energy, natural resources and the taxpayers’ money.”

Some of the programs that contributed to Concord’s recognition include:

- Providing community-wide curbside recycling
- Installation of energy-efficient outdoor lighting
- Adoption of anti-idling policy for operating City vehicles
- Implementation of energy-saving technology in vending machines throughout City facilities
- Internal reduction, reuse and recycling of paper, plastic and other materials
- Adoption of land use plans with high-density transit-oriented and mixed-use development
- Promotion of permanent conservation easements.

Concord is currently performing several energy-efficient lighting and building retrofit projects under the Energy Efficiency and Conservation Block Grant program (EECBG). With \$638,000 in stimulus funding, Concord will reduce greenhouse gas emissions in the city by more than 8,400 metric tons; save more than 13,000 gallons of gasoline; and reduce energy consumption by 11.5 million kilowatt-hours.

If you are interested in more information about the NCLM Green Challenge, please contact Margot Christensen at 919-715-3931 or mchrste@nclm.org, or Matt Lail at 919-715-3929 or mlail@nclm.org.

Founded in 1908, the N.C. League of Municipalities is a voluntary, nonpartisan association of more than 540 cities, towns, and villages in North Carolina. The League advocates for municipalities at the state and federal level and provides a variety of direct services.



HAVE A QUESTION?
Visit the City of Concord’s Web site at www.ci.concord.nc.us.

City of Concord Customer Assistance Program

Everyone is well aware of the economic crisis we face in our community. People who were able to always pay their bills are experiencing, for the first time, the effects of layoffs, downsizing, and lower income. Some are people who live paycheck to paycheck and are barely able to get by. Some have experienced foreclosure of their home and repossession of their belongings. Some have lost their job of 20 or even 30 years. All of them are our neighbors, family, or friends.

Many of these people do not meet the requirements for assistance from most state or local agencies. So, what do they do when they need help? They hope someone is there for them. They hope for neighbors like you! How can you help your neighbors in need? The City of Concord has developed an easy way for you to participate in a very simple program called *Neighbor Helping Neighbor*. Each month you can make a contribution to a fund that will be managed by the Cooperative

Christian Ministry (CCM). Please look for additional information in your utility bill and on the City's Web site at www.ci.concord.nc.us.

Neighbor Helping Neighbor is quick and simple! Every cent and dollar counts! Here's how you get started. Call 704-920-5200 to sign up, email custserv@ci.concord.nc.us, and send a completed form with your next payment for staff to add a recurring charge, or send a one-time donation along with your next payment. You can also send a one-time donation separately, in the mail, to: City of Concord Utility Collections, P.O. Box 308, Concord, NC 28026-0308. Forms will be available on the City's Web site and at City Hall.

How to stop the contribution: Call 704-920-5200, email custserv@ci.concord.nc.us, or send notice to the City of Concord Utility Collections, P.O. Box 308, Concord, NC 28026-0308.

Cooperative Christian Ministry (CCM) Crisis Guidelines

A crisis is an economic problem resulting from an unexpected event or circumstance beyond the control of the individual, which causes them to be unable to maintain the basic household necessities of food, shelter or life-sustaining medications.

CCM responds to a crisis related to:

- Loss of housing (eviction or foreclosure)
- Loss of utilities (electric, water, gas cut-off)
- Inability to provide sufficient/nutritious food
- Inability to acquire life-sustaining medication
- Absence of critical transportation (medical, employment, family emergency)
- Need for emergency housing (shelter or boarding)

A financial crisis may be caused by:

- Sudden loss of employment
- Lack of sufficient hours at work (short-time)
- An accident, illness or medical condition causing a decrease in income
- Desertion by a spouse or provider
- Domestic violence
- Unexpected utility and rent increases beyond the client's financial means
- Loss or lack of transportation to employment sites

Causes that may NOT qualify an individual for assistance:

- Not prioritizing expenses: paying unnecessary bills (cable, etc.) before paying necessities (rent, electric, gas, water)
- Excessive car payments, cell phone, Internet and other payments
- Coming to the top of the public housing list without necessary deposits when there was adequate time to do so
- Refusing case management services at Night Shelter
- Living in Section 8 housing and using excessive utilities
- Procrastination (having cut-off or eviction notice for two weeks before making payment arrangements or seeking assistance)
- Unstable employment history; i.e., quitting one job without having another, job-hopping, refusing to work
- Failure to follow through on CCM referral

Requirements for CCM Financial Assistance

In addition to the restrictions listed on page 8, those receiving financial assistance from CCM must meet the following Crisis Criteria:

- Must be experiencing a financial crisis, which they cannot solve without assistance
- Provide documentation of past due rent, mortgage, utilities, etc.
- Provide identification for the head of the household
- Provide verification of expenses and income for the current and preceding month
- Demonstrate the ability to maintain once the crisis is resolved
- Follow through with the terms of the "pending" requirements from CCM

Guidelines & Methodologies:

- Hold Agreements
 - Explore the option of a hold agreement for the client, which may eliminate or reduce assistance needed from CCM
- Financial assistance may not exceed established limits, unless special funding is available
- Reconnect Fees
 - CCM does not assist with utility reconnection fees
- Deposits
 - (Only considered in extreme situations, such as fire, natural disaster & domestic violence)

CCM can assist with a deposit (utility or rental)
Note: one time lifetime. (Rare exceptions may be made).

Categories for Service:

- Low-Fixed Income: May need monthly food, heating assistance more than once in winter, help with medications
- New Crisis: May need help from CCM and other agencies. May take more than one month to overcome crisis, but there is a logical end to the crisis.
- Repeat Crisis: Requires "weaning," referral to long-term case management, completion of special requirements before returning, etc. (See Client Referral)

Financial Assistance Disqualifiers:

1. Received financial assistance for three consecutive years; must wait one year for additional assistance.
2. May receive assistance to avoid eviction once in three years.
3. May receive assistance to avoid cut-off of specific utility one time per year.

CCM's Crisis Assistance guidelines establish that a crisis must be validated and ability to maintain must be demonstrated in order to receive financial assistance.

Concord 101 Graduates

Concord 101 is a program designed to give citizens a firsthand look at their local government. For 13 consecutive weeks these citizens voluntarily learned about the City of Concord, its employees, mission, and organizational structure. Participants meet on Tuesday nights from 6:00 to 8:00 p.m. at various City departments, from the airport, Fire & Life Safety and Police, to Parks and Recreation and the Utilities at the Brown Operations Center. Applications are available online at www.ci.concord.nc.us under the Residents Tab and Concord 101.

2010 Graduates: James Radlein, Michael Kerins, Vicky Albers, Rashaan Roberston, Bea Flower, Sherman Childers, Tara Heglar, Hannah Murr, Linda Maudlin, Faye Bedford, Randy Peterman, Delores Griffith, Eric Harrison, Ingrid Nurse, Travis Eudy, Julia Pacifico, John Stanley, Leslie Cook, Abby Claar



Fire & Life Safety and Police Department Partner for Pipe & Drum Band

by Robert Danner, Concord Police Department Concord Pipe & Drum Pipe Major

Imagine the sounds of bagpipes and drums playing as a group in traditional kilts and costume marches by in a parade, event or performs during a special occasion. This is the sound of the Pipe & Drum Band developed by individuals in Concord's Fire & Life Safety and Police departments.

Matt Sellers (FD) and Robert Danner (CPD)

initiated the Pipe & Drum band to improve community outreach efforts of both departments. Members of this band practice and perform on their own time and receive no monies from the Police Department, Fire & Life Safety Department or the City of Concord for equipment, uniforms or instructions.

The Concord Pipe Band consists of traditional Scottish pipe band instruments, which include a section of pipers, a section of snare drummers (often referred to as 'side drummers'), several tenor drummers and a single bass drummer. The entire drum section is known collectively as the drum corps. The tenor drummers and bass drummer are referred to collectively as the 'bass section' (or in North America as the 'midsection'). The band follows the direction of the pipe major; however, when on parade, the band may be led by a drum major, who directs the band with a mace.

Standard instrumentation for a pipe band involves six to 25



pipers, three to 10 side drummers, one to four tenor drummers and one bass drummer. Occasionally, this instrumentation is augmented to include additional instruments (such as additional percussion instruments or keyboard instruments), but this is typically done only in concert settings.

"We are doing this for the pride of the two

departments, the City, and camaraderie. Matt Sellers – who is the president – and I did a lot of the set-up work. I thought this would be a good way to get us into the community. As an incorporated nonprofit, we continue to seek donations for instruments to expand the group. Bagpipes alone cost more than \$1,000 and drums cost around \$500. This does not include uniform costs. We are a community service organization and this is another tool we want to use to show the pride in the fire and police services. All members are full time co-workers of the Concord Fire & Life Safety and Police departments. We are still looking for members to join from these two departments. No experience is required," remarked Officer Danner.

For more information or to contribute, please contact Robert Danner, Concord Police Department Information Desk, (704) 920-5000 or (704) 920-5018; or Matt Sellers, Fire & Life Safety Department of Administration, (704) 920-5516.

OUR MOTTO

On ir, Me raich, Beatha, Greadhan (Irish Gaelic for "Honor, Remember, Represent, Celebrate")

OUR MISSION STATEMENT

The Concord Pipe & Drums exist to: HONOR the traditions, police officers and firefighters, past and present, of the Concord Police and Fire Departments; REMEMBER the police officers and firefighters who have made the supreme sacrifice in defense of the City of Concord; REPRESENT all members of the Concord Police and Fire Departments as a quality performance unit at events locally, nationally and abroad; CELEBRATE the many and unique contributions by those of Irish heritage to the American Police Services and Fire & Rescue

New Neighborhood Network Technology Building Opens

by Angela Graham, Director of Housing

Technology has become an everyday necessity, whether for work, school, or business. Computers, cell phones, and other technology provide us the ability to reach out beyond our own small network to a Worldwide Web. Now, residents of the City of Concord Housing Department are able to reach out and use technology to connect to the Internet, learn new applications and programs, and attain computer literacy.

"Today, we dedicate this new Neighborhood Network Technology Building for our residents; to provide everyone an opportunity to enhance their technology skills to meet today's demands and expectations. Every child and adult must become familiar with computer-based technology to succeed," said Mayor Scott Padgett at the ribbon-cutting.

The City of Concord Housing Department, along with the mayor, City Council and the Housing Residents' Council, dedicated the new Neighborhood Network Technology Building on November 16, 2009. The building is located at 265 Salem St. near the Cabarrus Health Alliance.

"We are really fortunate to have this new technology building. Residents now have access to a computer laboratory consisting of eight computers, printers, and Internet access to help them learn how to use technology to achieve success at work or to gain experience for better employment, for education opportunities for all ages, and to learn about the world," remarked Angela Graham, director of housing.

The \$395,850 cost to build the Technology Building was provided by the Department of Housing and Urban Development's Residents Opportunities and Self-Sufficiency Neighborhood Network grant, along with some federal funding. Lorenz Architecture designed the building and Ike's Construction built the facility.



"Available space includes the state-of-the-art computer lab, conference room, multi-purpose room that can be separated into two separate rooms with soundproof barriers, four small offices, and a small kitchen," said Graham.

The center provides a variety of services to public housing residents and Housing Choice

Voucher participants. Additionally, the programs are offered to the residents in the community.

In addition to computer training, the following services are available:

- Employment-related services/workshops including resume assistance and interview coaching
- Internet Safety workshops for children
- Open Lab for computer/Internet use
- Financial management workshops
- Entrepreneurial workshops on "How to Start a Small Business" in conjunction with the Small Business Administration
- Tax preparation assistance
- Voter registration
- Homebuyer's Club for persons interested in purchasing their own home
- Health education
- Physical fitness information

Resources and services are available to meet human services needs, including financial literacy, literacy, basic computer training, after-school program, and job career needs. The center provides job searches, resume writing, interview role-playing sessions, and many other job skill training services preparing families for employment.

"I believe this is a wonderful addition for all of our residents and the community, and we welcome them to come in and use this facility," said Graham.

City of Concord

Fire, Police, Medical Emergencies 911

ONE NUMBER DOES IT ALL

For service requests and inquiries about any of the following listed below, call the Customer Call Center at 704-920-5555.

- New Services
- Electric Outages/Services
- Water/Sewer Emergencies
- Dead Animal Pick-up
- Drinking Water Inquiries
- Garbage/Bulk Pick-up/Recycling
- Utility Bills
- Street/Traffic Light Issues
- Right-of-Way Issues
- Storm Water/Storm Drain/Flooding Problems
- Yard Waste/Leaf Collection
- Building Material Disposal
- Bulk Metal Collection
- Old Tire Collection
- Vacant Lot Cleaning/Mowing

The primary phone numbers for the various City departments are:

Accounts Payable	704-920-5217
Accounts Receivable	704-920-5231
Buildings & Grounds	704-920-5380
Business & Neighborhood Services	704-920-5120
City Clerk	704-920-5205
City Manager	704-920-5215
Communications	704-920-5580
Concord Regional Airport	704-920-5900
Community Development	704-920-5132
Development Services	704-920-5152
Electric Services	704-920-5320
Engineering	704-920-5425
Finance	704-920-5220
Fire Chief	704-920-5516
Fleet Services	704-920-5430
GIS	704-920-5153
Housing	704-788-1139
Human Resources	704-920-5100
Meter Reading	704-920-5219
Parks & Recreation	704-920-5600
Police (non-emergency)	704-920-5000
Public Relations	704-920-5204
Purchasing	704-920-5440
RIDER	704-920-7433
Rocky River Golf Club	704-455-1200
Sewer Construction & Maintenance	704-920-5351
Solid Waste	704-920-5361
Stormwater	704-920-5360
Streets	704-920-5362
Tax Collector	704-920-5216
TDD	1-800-735-8262
Water Resources	704-920-5341

Main Switchboard Menu 704-920-5200
www.ci.concord.nc.us

Another Successful Audit for the City!

by Pam Hinson, Finance Director



Pam Hinson

The City’s auditors presented their audit findings to the mayor and City Council on December 12, 2009 at 6:00 p.m. The finance staff is pleased to report that the auditors – Potter & Company, P.A. – have issued an unqualified opinion on the City’s financial statements.

You may be asking yourself what an unqualified opinion really means. An

auditor’s opinion of a financial statement, given without any reservations, would be considered unqualified. This opinion states that the auditor feels the City followed all accounting rules appropriately and that the financial reports are an accurate representation of the City’s financial condition.

The City’s year-end is June 30. Once the year is closed and the financial statements are written, the auditors will come to the City and begin their fieldwork. The auditors will audit City records to ensure that we are handling record-keeping and reporting duties correctly. All financial statement preparation is performed by finance staff. The audit normally concludes by October 31 of each year, as our financial statement should be presented to the State by that date.

City reporting standards are not that different from corporations. We prepare our financial statements in conformity with accounting principles generally accepted in the United States of America (GAAP) and our financial statements are audited in accordance with generally accepted governmental auditing standards by a firm of licensed certified public accountants.

The final financial statement presentation is called a Comprehensive Annual Financial Report, which we refer to as a CAFR. You may view the City CAFRs on our Web site, as they are published each year after completion. ■

Dr. Henry Hector Returns from Deployment in Iraq

Most of us recognize Dr. Hector Henry in our community as a City of Concord council member as well as an esteemed medical doctor at CMC-NorthEast in Concord and at the VA hospital in Salisbury. What most do not know is that he is also a colonel in the U.S. Army reserves.

This year proved interesting for Dr. Henry and his family. Dr. Henry was called to active duty in July 2009 and returned in October. This grandfather of three was deployed to Iraq for a fifth tour of duty overseas. At 70 years old, Colonel Henry was one of the oldest men ever deployed by the U.S. Army Reserves Medical Corps. His previous deployments included active duty as Task Force (medical) commander for Operation Enduring Freedom in Afghanistan, Operation Iraqi Freedom in 2006, and the Gulf and Vietnam wars.

When questioned why he went, his answer was very simple. “Qualified doctors are in very short supply due to the multiple countries the United States has a military presence in,” commented Dr. Henry. “I felt that it was my duty as an Army officer and medical doctor to volunteer for another tour.”

Another interesting fact most don’t know is that Dr. Henry still attended City Council meetings via open source Web software called Skype. Skype allows anyone in the world to make free video and voice calls, send instant messages and share files over an Internet connection. Late nights were common for Dr. Henry. Attending Council meetings via his computer at 6:00 p.m. Concord time translated into 1:00 a.m.



in Iraq. “I feel like being a councilman is also my duty; a duty to the people of my district and the City of Concord.”
Dr. Hector H. Henry II has served the City for 30 years and now represents District 6. He began his career as an alderman in 1973 and continued until 1989. Following a four-year rest, he was again elected to serve as a Council member in 1994 and continues to serve in this capacity. A pediatric and adult urologist at CMC-NE, Dr. Henry holds a bachelor of science degree in Chemistry from the University of North Carolina at Chapel Hill and doctor of medicine degree from Tulane University School of Medicine. At CMC-NE, Dr. Henry has served as chief of staff, chief of surgery and chief of urology. He served as vice-president of medical affairs and is currently chief of urology at the Hefner VAMC in Salisbury; the director of the residency program at this site for Wake Forest University Medical School Dept. of Urology; and is a clinical professor for the medical school. He remains on the staff of CMC-NE, has a consulting urology firm and is the urological consultant to the Cabarrus Health Alliance. He is also a consulting professor of Urology for Duke University Medical School. He has a masters degree in anatomy from Tulane and a masters of public health degree from UNC-CH. He formerly served as the state surgeon for the North Carolina National Guard.
Dr. Henry is married and has three sons, two grandsons, and a grand-daughter. His wife is a patent attorney and the director of the Charlotte Region for the N.C. Biotech Center, a non-profit arm of the N.C. Dept of Commerce. ■

Online Bill Payment



You can access your utility bill account information as well as pay your utility and tax bills by Internet and telephone. Visit our Web site at www.ci.concord.nc.us and click on the Pay Your Utility Bill link. If you would like to pay your bill by phone, call our Customer Care Center at 704-920-5555. Both systems are quick and easy to use as long as you have a credit card. Both systems are also secure and confidential. ■



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Young Hero Calls 911

submitted by Fire & Life Safety Deputy Chief Ray Allen



On September 13, 2009, a call came in of a dryer fire at 93 Eastside Drive. What made this call exceptional was that it came from a six-year-old boy named Chase. Chase found the fire and went in and helped his father, who had a broken foot, up onto his crutches to call 9-1-1. Thanks to the heroics of Chase, everyone got out of the house safely. Concord’s Fire & Life Safety Department was able to put out the fire before it escalated. Pictured are Chase, his siblings and Fire Battalion 1. ■